

E Scheduling Health-e-Arizona Interviews

Schedule Health-e-Arizona interviews as follows:

- [Schedule an interview](#) when the application is for multiple programs.
- Use the Customer Contact process when the application is for MA Only.
- Determine whether an application has been identified as a [Health-e-Arizona expedited application](#). Schedule the interview or Customer Contact to meet the time frames for [expedited services](#).
- Review the [Application Summary](#) to determine whether the applicant has requested any of the following:
 - Waiver of an office interview
 - Special appointment time
 - Interpreter, and the language spoken
- Process and print the AutoCAR Screening Summary after the registration has been completed, but before either of the following:
 - Scheduling a Health-e-Arizona Interview.
 - Processing in **AZTECS** an MA application received from facilities in which the interview has been completed.
- Health-e-Arizona applications for Treat and Release MA are subject to the [Automated Application Process](#), when any of the following apply:
 - The application is [automatically registered](#)
 - The application is MA Only
 - The application is from a facility that has NOT been granted the right to complete the FAA interview (See [HEA Referral Source Codes](#))
 - When the Automated Application Process does not occur, complete the procedures outlined in [Health-e-Arizona Treat and Release](#)